



# Keeping You Connected.



Deaf and Disabled Telecommunications Program  
California Telephone Access Program  
California Relay Service

Programs of the California Public Utilities Commission

## 2012-2013 ANNUAL REPORT

## Contents

*Program Mission*

*Program Overview*  
2

*Letter from Commission  
Executive Director,  
Mr. Paul Clanon*

*Program Structure*  
3

*Program Highlights*  
4 – 5

*Program Equipment - CTAP*  
6

*California Relay Service  
Call Volumes*  
7

*Reaching Potential Users  
2012-2013 Advisory  
Committee Roster*  
8

*Legislative and Financial  
Background*  
9

*DDTP Fund Statement of  
Revenues, Expenditures and  
Changes in Fund Balance*  
10

*Contact DDTP/CTAP/CRS*  
11

## PROGRAM MISSION

DDTP distributes specialized telephone equipment and services that improve communication for all Californians!

## PROGRAM OVERVIEW

The Deaf and Disabled Telecommunications Program (DDTP) is a state-mandated program of the California Public Utilities Commission (CPUC), providing Californians who are deaf and disabled with specialized telephone equipment and relay services through the California Telephone Access Program (CTAP) and California Relay Service (CRS), respectively.

The Program serves people who are challenged using a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering. Access to Program equipment provides persons with disabilities access to 911 and emergency services in the event of an emergency. Without these specialized devices, these individuals may have no other means to access 911 and emergency services, or to make medical and other safety-impacting calls, since they are unable to use a standard telephone. Additionally, CRS enables persons who are deaf, hearing impaired, or speech-disabled to make medical and other safety-impacting calls.

DDTP operates a Contact Center with toll-free numbers in a full range of access methods and languages for people to learn more about the Program, request Certification Forms, and determine the appropriate equipment to meet their needs. DDTP ships the selected equipment to consumers who can also visit one of ten Service Centers throughout the state to select, learn to use, and take home the equipment. In some instances, field advisors visit consumers in their homes to assess equipment suitability and assist with installation.

In its oversight of the Program, the CPUC is advised by two consumer advisory committees: Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and Equipment Program Advisory Committee (EPAC). For more Program information, please visit the CPUC website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) and the Program websites at [www.ddtp.org](http://www.ddtp.org) and [www.CaliforniaPhones.org](http://www.CaliforniaPhones.org).

This annual report is submitted pursuant to California Public Utilities Code Section 2881(k) by the California Public Utilities Commission (CPUC or Commission) to summarize accomplishments in the Commission's Deaf and Disabled Telecommunications Program (DDTP) in fiscal year 2012-2013.

## DEAR FELLOW CALIFORNIANS:



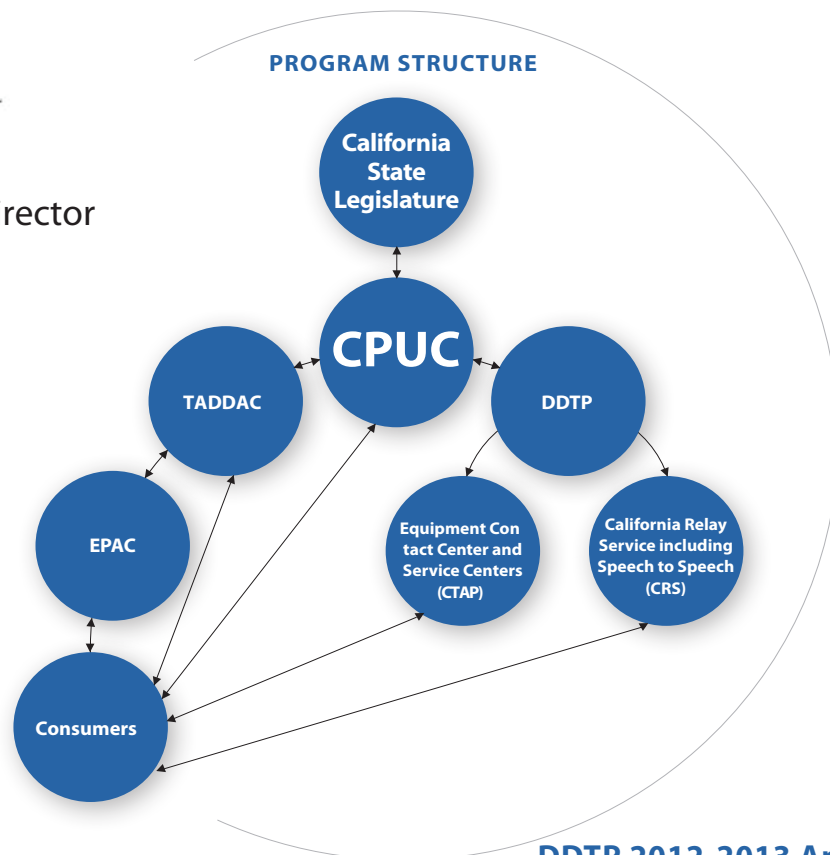
Welcome to the 2012 – 2013 DDTP Annual Report. As you will see in the following pages, the Program truly continued to improve communication for all Californians. During this period, the Program commenced distributing wireless devices with adaptive features to hard-of-hearing, low-vision and deaf program participants. As directed by the Legislature, the Program broadened the base of medical professionals who can sign Certification Forms to include Physician Assistants and Speech Language Pathologists—providing even more options for consumers to obtain necessary documentation. To streamline customers' access to specialized equipment, the Program increased the number of distribution events where consumers are provided a one-stop opportunity to obtain specialized telephones.

Additionally, the Program supported deaf blind users in obtaining specialized equipment by working with the LightHouse for the Blind to support their efforts as lead in California's response to the federal National Deaf Blind Equipment Distribution Program (NDBEDP).

Our Advisory Committees are advocates for expanding the Program's reach to include new technologies and broader groups of consumers. This year the Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) welcomed a new At-Large member who specifically represents Spanish-speaking Program users. This is the first time this user population has been officially represented on the Advisory Committees. On behalf of the CPUC and its Commissioners, please accept our sincere gratitude to the Consumer Advisory Committees, DDTP Equipment and Service Providers, and numerous others who have contributed to the Program's success. Congratulations!



PAUL CLANON, Executive Director  
California Public Utilities  
Commission



## PROGRAM HIGHLIGHTS

The DDTP, with the support of its providers and consumer advisory committees made significant progress in 2012-2013 on some important Program initiatives which are being continued.



Program added the Jitterbug phone in 2012

## TECHNOLOGY INROADS

- Concluded a wireless equipment distribution pilot and began providing accessible wireless equipment as a permanent part of DDTP.
- Completed a one-year pilot project of Visually Assisted Speech to Speech (VA STS), which is the first VA STS service in the nation and allows people with speech disabilities a completely new option for making a telephone call to anyone. VA STS is provided by both Hamilton Relay and AT&T Relay.



January 2013 Speech Generating Device Forums held in Los Angeles and Sacramento

## OUTREACH EFFORTS

- Conducted a successful public meeting focusing on the Hard of Hearing Community and its needs. The meeting was attended by consumers, professional service providers, and community based organizations.
- Worked with audiologists to provide monthly hearing screenings at the Sacramento Service Center. The audiologists also signed Certification Forms for qualified applicants so they could then take home their free specialized phones.



Tommy Leung, attorney and TADDAC member, Asian Language TV interview



February 2013 Hard of Hearing Forum

L to R: Linda S. Barton, M.S., Supervising Audiologist, Hearing Aide Center, Kaiser Permanente, Oakland; Marilyn Finn, past president, Hearing Loss Association of America, California Chapter; Kyra Schleef, HR Specialist, Deaf and Hard of Hearing Services, Fresno; Colette Noble, Client Advocate, NorCal Services for Deaf and Hard of Hearing, Sacramento and TADDAC member



Fred Nisen, attorney, Disability Rights California, and Visually Assisted Speech-to-Speech user

## DDTP 2012-2013 Annual Report



## OUTREACH EFFORTS (Continued)

- Reached out to California's increasingly culturally diverse population by participating in more than 2,000 events. The events ranged from health fairs and equipment distribution events to presentations. The presentations' audiences ranged from doctors, audiologists, and speech language pathologists, to Rotary and Lions Clubs, as well as individuals who could benefit from the Program. Health fairs were held in cooperation with established community events such as the Cherry Blossom Festivals, Hmong New Year celebrations, African American or Latin parish fairs, and Native American gatherings.
- Partnered with local Community Based Organizations to co-host community health and resource fairs at Service Centers. The Deaf and Hard of Hearing Service Center (DHHSC) joined the Fresno Service Center team to provide valuable resource information at the DHHSC site. The Graduate Students from the Department of Communicative Disorders and Deaf Studies at CSU, Fresno were also part of this partnership, providing hearing screenings under the supervision of Dr. Louis Mueller, who signed Certification Forms for qualified participants so they could take home their free specialized phones that same day.



Outreach team at free Health Fair



Spanish language Outreach event

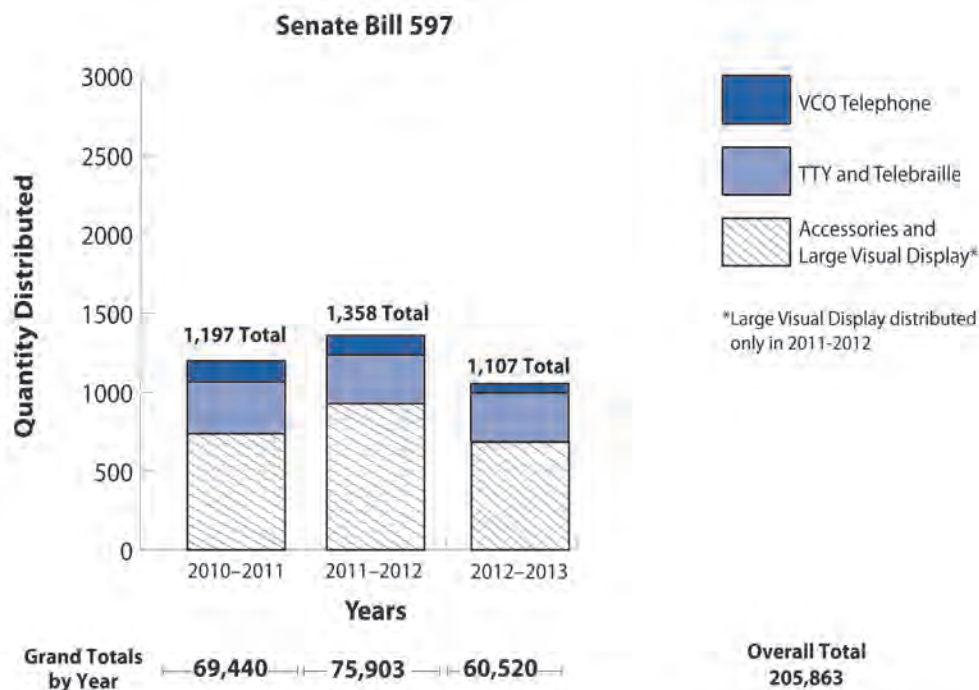
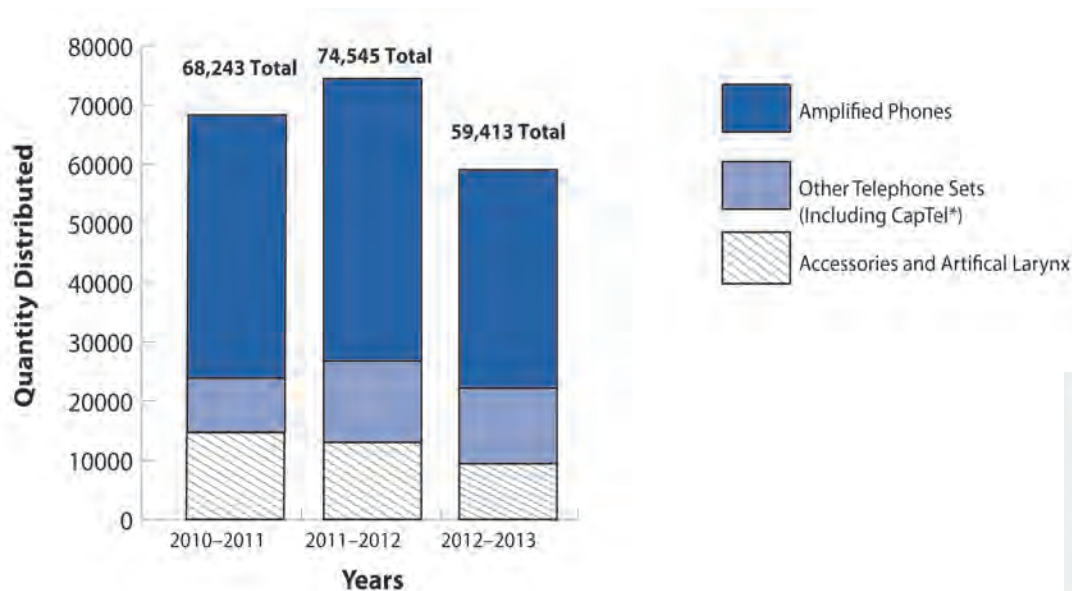
## CONSUMER FOCUS

	2010	2011	2011-2012	2012-2013
New Consumers with Equipment	27,422		27,764	22,168
Field Advisor Visits to Consumers' Homes	9,528		9,760	9,424
Outreach Presentations to the Community	6,702		6,373	6,383
General Market Campaigns	5		5	5
Target Market Campaigns	10		5	6
Consumer Visits to the Service Centers	29,035		29,180	25,453
Certification Forms Received at the Contact Center	31,185		31,672	24,797
Contact Center Calls Handled (inbound and outbound)	220,803		225,340	224,813
Contact Center Emails Handled (inbound and outbound)	1,311		3,014	4,165
Contact Center Web Chats Handled	337		1,606	1,674
Total CTAP Consumers with Equipment	606,837		591,922*	614,090
Outbound CRS or Relay Calls (includes Speech-to-Speech and CapTel®)	3,051,937		2,959,143	2,715,679

\* Customer Account adjustments and periodic reconciliations to improve the accuracy of the database led to a reduction in total customers.

## PROGRAM EQUIPMENT - CTAP

The following charts show total equipment distributed by the Program Distribution Center to CTAP Customers through Contact Center orders as well as to Service Centers, Field Advisors, and Outreach Specialists for customer distribution and stock replenishment.



"Having the CTAP phone has been really useful for making a more productive life." Larry Singer

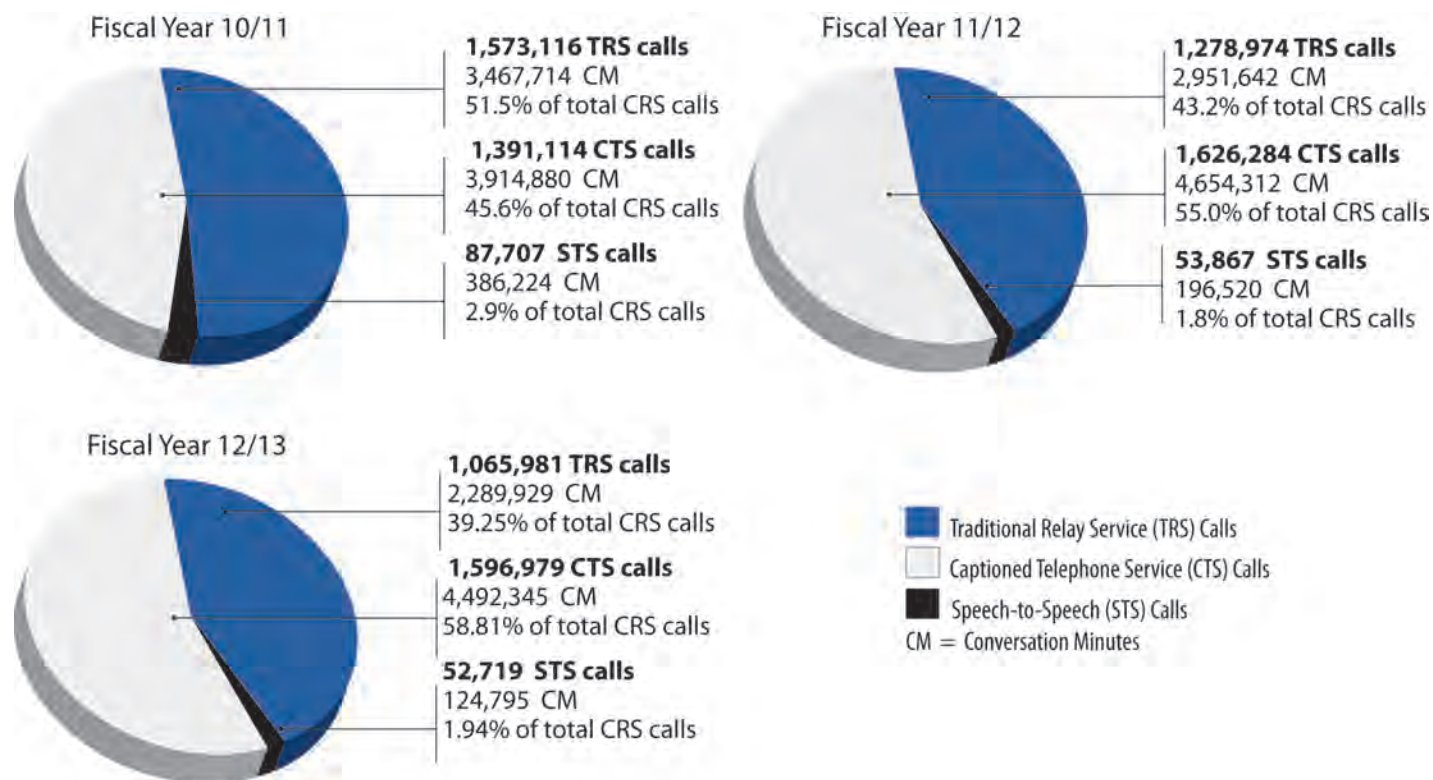
**Overall Total**  
205,863

## CALIFORNIA RELAY SERVICE CALL VOLUMES

**Traditional Relay Service (TRS)** enables a person who is deaf or has hearing or speech difficulties to place and receive telephone calls. TRS calls have declined from 43% of all CRS calls in fiscal year 11/12 to 39% in fiscal year 12/13. This is the result, in part, of some users whose primary language is American Sign Language (ASL) changing to Video Relay Service (VRS) and others to IP Relay or other communication modes, such as Captioned Telephone Service (CTS).

**Captioned Telephone Service (CTS)** enables a person who has hearing loss to voice for themselves and read what the other person says. CTS calls have increased from 55% of all CRS calls in fiscal year 11/12 to 59% in fiscal year 12/13. Hard of hearing or Deaf users who are able to speak for themselves and have some residual hearing benefit from this service.

**Speech-to-Speech (STS)** Relay enables a person who has a speech difficulty to have a relay operator voice their phone conversations. As a percentage of the whole, STS relay calls have remained about constant, increasing slightly, from 1.82% of all CRS calls in fiscal year 11/12 to 1.94% in fiscal year 12/13. Individuals who have trouble being understood over the phone benefit from this service.





## REACHING POTENTIAL USERS

- Appealed to family members of people who could benefit from the Program by developing the Family Talk ads. These ads ran in Northern California May 6 through 31, and in Southern California from June 2 through 28.
- Legislation expanded the list of Certifying Agents to include Physician Assistants and Speech Language Pathologists, which paved the way for inclusion of speech generating devices (SGDs) in the Program.
- Sponsored two Public Forums to solicit public input on issues for the Commission to consider in providing SGDs to consumers starting in 2014. Additionally, five public working groups were held.



Spanish Market Family Talk TV Spot "She loves keeping in touch."



"I've been stuttering for 19 years. After getting this device, it's really helped me. Now I can have conversations with people and I don't have to worry about what people think." Joshua Lindsey



Nancy Hammons, TADDAC Chair and CapTel user



Cantonese Market Family Talk TV Spot "Look! Grandfather is much happier than before." (with his amplified phone)

## 2012 - 2013 ADVISORY COMMITTEE ROSTER

### TADDAC

Frances Reyes Acosta **AL/SpS**  
 Kathleen Barrett (Chair)/Devva Kasnitz **M**  
 Nancy Hammons (Chair) **LtD**  
 Jan Jensen **D**  
 Alik Lee **ORA**  
 Tommy Leung **B**  
 Colette Noble **HOH**  
 Kevin Siemens **STS**  
 Drago Renteria **D**

### Community Representation:

**AL** – At Large  
**B** – Blind  
**D** – Deaf  
**DB** – Deaf/Blind

**ORA** – Office of Ratepayer Advocates  
**HOH** – Hard of Hearing  
**LtD** – Late Deafened  
**M** – Mobility Disabled

### EPAC

"Bapin" Bhattacharyya **DB**  
 Brent Jolley **D**  
 Loretta Moore/Jacqueline Jackson **B**  
 Frances Reyes Acosta/ Brian Pease **M**  
 Richard Ray (Chair)/ Sharif Rashedi **D**  
 Sylvia Stadmire (Co-Chair) **Sr**  
 Brian Winic (Co-Chair) **HOH**

**SpS** – Spanish Speaking Users  
**Sr** – Senior  
**STS** – Speech-to-Speech Users



## LEGISLATIVE AND FINANCIAL BACKGROUND

In 1979, the California Legislature enacted Public Utilities Code Section 2881, which requires the CPUC to design and implement a program to provide telecommunication devices to deaf and severely hearing impaired consumers. Subsequently, the Legislature expanded the scope of the program, creating additional requirements for the CPUC. This program, now called the Deaf and Disabled Telecommunications Program (DDTP), performs a number of functions mandated by Section 2881 et seq.:

- Provides telecommunication devices to certified deaf and severely hearing impaired users (P.U. Code Section 2881 (a)).
- Provides a dual party relay system, now called the California Relay Service (CRS), to connect TTY users with any other telephone user (P.U. Code Section 2881 (b), added in 1983).
- Provides specialized telecommunications equipment to individuals certified with hearing, vision, speech, cognitive, and mobility disabilities (P.U. Code Section 2881 (c), added in 1985).
- Provides authority for the CPUC to transfer advisory oversight of the TTY Placement Program to the DDTP and its advisory committees (P.U. Code Sections 279(a) and 2881.2, added in 2003 and 2001, respectively).
- Provides Speech Generating Devices (SGDs) as a funder of last resort and adds Speech Language Pathologists (SLPs) as DDTP certifying agents (P.U. Code Sections 2881(d) and 2881(e)(1), added in 2011 through AB 136 (Ch. 404, Beall)).

In 1989, by Commission decision, the CPUC established a formal structure for the DDTP to ensure oversight of the operations of the mandated programs, encompassing both the California Telephone Access Program (CTAP), which distributes equipment, and CRS, which enables telephonic communication between hearing individuals and those who are deaf, hard-of-hearing, or speech-disabled through operator-assisted relay telephone conversations.

The DDTP is funded through carrier collection of a surcharge on the intrastate charges on customer bills of all telecommunication service providers. The surcharge appears on consumer bills as "CA Relay Service and Communications Device Fund."

Surcharge Rate		
FY 2010 2011	FY 2011-2012	FY 2012-2013
0.20%	0.20%	0.20%

The Commission administers the DDTP through contracts with multiple vendors who provide services mandated by the P.U. Code. All contracts are entered into after a competitive bidding process and comply with California's contracting and procurement requirements. The California Communications Access Foundation (CCAF), a non-profit organization, manages DDTP operations and contracts for the CPUC under contract.

**DDTP FUND STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE** (Dollars in Thousands)\*

	<b>FY 10/11</b>	<b>FY 11/12</b>	<b>FY 12/13</b>
Beginning Balance	25,209	46,132	11,119
Prior Year Adjustments	49,876	-30,000 **	14,807
Adjusted Beginning Balance	75,085	16,132	25,926
<b>Revenue</b>			
Regulatory Fees (Surcharge)	36,858	31,940	34,213
Investment Income	231	229	142
Delinquent Fees	10	0	0
Interest Income from Interfund Loans	0	1,301	0
Escheat of Unclaimed Checks & Warrants	0	205	157
Repayment from General Fund	0	30,000	0
<b>Total Revenue</b>	<b>37,099</b>	<b>63,675</b>	<b>34,512</b>
<b>Expenditures</b>			
CPUC Administrative Charges	1,101	1,162 **	1,082
Program Contracts (includes Program Administration, Equipment Contact Center & Distribution, Marketing, and Outreach)	36,089	42,064	20,884
California Relay Service	22,010	18,463	21,364
Equipment Program	6,185	6,214	6,284
TADDAC/CRSAC	31	26	25
EPAC	31	40	32
State Controller	12	7	5
California State Library	552	552	552
Financial Information System for California	41	160	374
<b>Total Expenditures</b>	<b>66,052</b>	<b>68,688</b>	<b>50,602</b>
<b>Fund Balance</b>	<b>46,132</b>	<b>11,119</b>	<b>9,836</b>

\* Source: Governor's Budget and CalStars Expenditures by Program & Organization & Object (Q16)

\*\* These numbers have been updated since DDTP Consolidated Annual Report Supplement 2011-2012 was released due to accounting adjustments made in fiscal year 12-13 for fiscal year 11-12.

## CONTACT DDTP/CTAP/CRS

### Stop By a Service Center \*

<b>Berkeley:</b>	Inside the Ed Roberts Campus, above the Ashby BART Station, 3075 Adeline Street, Suite 260, CA 94703
<b>Fresno:</b>	7525 North Cedar Avenue, Suite 115, CA 93720
<b>Glendale:</b>	425 West Broadway, Suite 105, CA 91204
<b>Redding:</b>	2861 Churn Creek Road, Suite A, CA 96002 <i>Limited hours</i>
<b>Riverside:</b>	2002 Iowa Avenue, Suite 106, CA 92507
<b>Sacramento:</b>	1300 Ethan Way, Suite 105, CA 95825
<b>Salinas:</b>	Inside the DHHSC Office, 339 Pajaro Street, Suite B, CA 93901 <i>Limited hours</i>
<b>San Diego:</b>	1455 Frazee Road, Suite 406, CA 92108
<b>Santa Ana:</b>	2677 North Main Street, Suite 130, CA 92705
<b>Santa Barbara:</b>	Inside the Independent Living Center, 423 West Victoria Street, CA 93101 <i>Limited hours</i>

\* Visit [CaliforniaPhones.org](http://CaliforniaPhones.org) or call numbers below for directions, hours, and any new Service Centers.

### Phone

Call with your questions, concerns, comments, or requests for Equipment Applications:

#### Monday – Friday: 7:00 AM – 6:00 PM and Saturdays: 9:00 AM – 4:00 PM

English:	1-800-806-1191	Hmong:	1-866-880-3394	Russian:	1-855-546-7500
TTY:	1-800-806-4474	Cantonese:	1-866-324-8754		
Spanish:	1-800-949-5650	Mandarin:	1-866-324-8747		
FAX:	1-800-889-3974	Vietnamese:	1-855-247-0106		

Visit [www.CaliforniaPhones.org](http://www.CaliforniaPhones.org) for Equipment Applications, Directions, Hours, Equipment Updates, and Chat.

### Mail, Email, Fax

Send your questions, concerns, comments, requests, or completed Certification Forms: CTAP, P.O. Box 30310; Stockton, CA 95213.

English Email: [info@CaliforniaPhones.org](mailto:info@CaliforniaPhones.org) Spanish Email: [info-es@CaliforniaPhones.org](mailto:info-es@CaliforniaPhones.org) FAX: 1-800-889-3974

### Presentations

Request an equipment (CTAP) or Relay (CRS) presentation in any language: 1-800-995-6831 (voice/TTY) or [outreach@ddtp.org](mailto:outreach@ddtp.org)

### Informational Materials

Request Program materials and CTAP Equipment Applications in Chinese, English, Hmong, Russian, Spanish, or Vietnamese: 1-866-821-3733 (voice/TTY)

### Consumer Affairs

Monday – Friday 8:30 AM to 5:30 PM

Voice: 1-877-546-7414 TTY: 1-800-867-4323 Email: [consumeraffairs@ddtp.org](mailto:consumeraffairs@ddtp.org)

### California Relay Service (CRS) Dial 711: English/Spanish, all modalities, or

TTY:	English:	1-800-735-2929	Spanish:	1-800-855-3000
STS:	English/Spanish:	1-800-854-7784		
Voice:	English:	1-800-735-2922	Spanish:	1-800-855-3000



**DDTP**  
1333 Broadway, Suite 500  
Oakland, CA 94612  
Tel 1-510-302-1100



ddtp.org and CaliforniaPhones.org  
Programs of the California Public Utilities Commission  
Deaf and Disabled Telecommunications Program